

**CLASSIFICATION:** CLAIMS REPRESENTATIVE

**Class Code:** 2028-21

**Date Established:** 02-18-69

**Occupational Code:** 7-7-3

**Date of Last Revision:** 7-17-15

**Exempt Status:** Non-Exempt

**BASIC PURPOSE:** To advise and represent claimants and assist them in preparing cases in hearings to ensure receipt of benefit rights provided by NH Unemployment Compensation Law.

**CHARACTERISTIC DUTIES AND RESPONSIBILITIES:**

- Interviews claimants in local offices or other public locations to determine whether there is reasonable doubt as to their right to Unemployment Compensation.
- Provides preliminary evaluation of the determination issued by a Certifying Officer for the purpose of requesting a redetermination, an appeal, or a reopening.
- Schedules, interviews and resolves scheduling conflicts among claimants, local offices and the Appeals Board.
- Represents claimants before the Appeal Tribunal to ensure that all relevant facts are on record.
- Identifies problems and suggests changes to improve unemployment insurance compensation and employment service programs.
- Assists claimants in understanding decisions rendered by the Certifying Officer in order to help claimants understand their rights to appeal.
- Reviews claim determinations to ensure proper application of state law and department rules and policies.

---

**DISTINGUISHING FACTORS:**

**Skill:** Requires skill in developing formats and procedures for special applications OR in investigating and reviewing the use of equipment and data for a specialized function.

**Knowledge:** Requires logical or scientific understanding to analyze problems of a specialized or professional nature in a particular field.

**Impact:** Requires responsibility for achieving direct service objectives by assessing agency service needs and making preliminary recommendations for the development of alternative short-term program policies or procedures. Errors at this level result in incomplete assessments or misleading recommendations causing a disruption of agency programs or policies.

**Supervision:** Requires partial supervision of other employees doing work which is related or similar to the supervisor, including assigning job duties, providing training, giving instructions and checking work.

**Working Conditions:** Requires performing regular job functions in a controlled environment with minimal exposure to disagreeable job elements and little risk of hazard to physical or mental health.

**Physical Demands:** Requires light work, including continuous walking or operating simple equipment for extended periods of time as well as occasional strenuous activities such as reaching or bending.

**Communication:** Requires summarizing data, preparing reports and making recommendations based on findings which contribute to solving problems and achieving work objectives. This level also requires presenting information for use by administrative-level managers in making decisions.

## CLAIMS REPRESENTATIVE

Page 2

**Complexity:** Requires coordinating a combination of diverse job functions in order to integrate professional and technical agency goals. This level also requires considerable judgment to implement a sequence of operations or actions.

**Independent Action:** Requires objective assessment in analyzing and developing new work methods and procedures subject to periodic review and in making decisions according to established technical, professional or administrative standards.

### MINIMUM QUALIFICATIONS:

**Education:** Bachelor's degree from a recognized college or university. Each additional year of approved formal education may be substituted for one year of required work experience.

**Experience:** Three years' experience in an investigative field, law office or a related field with at least two years with New Hampshire Employment Security at the level of Certifying Officer or higher. Each additional year of approved work experience may be substituted for one year of required formal education.

**License/Certification:** Valid New Hampshire driver's license.

### SPECIAL REQUIREMENTS:

For appointment consideration, Claims Representative applicants must successfully participate in a structured interview measuring possession of knowledge, skills and abilities identified as necessary for satisfactory job performance by this class specification. The structured interview is developed and administered, according to Division of Personnel guidelines, by representatives of the state agency in which the vacancy exists.

**RECOMMENDED WORK TRAITS:** Considerable knowledge of the unemployment compensation benefits, payment procedures, rules and regulations. Ability to understand and interpret the unemployment compensation law for claimants. Ability to communicate effectively orally and in writing. Ability to work independently and to create and modify work schedule to reflect shift in work load. Ability to establish and maintain effective working relationships with claimants, employers, Certifying Officers and the general public. Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority.

**DISCLAIMER STATEMENT:** This class specification is descriptive of general duties and is not intended to list every specific function of this class title.